LG 8560 USER GUIDE

Some of content in this user guide may be different from your phone depending on the software of the phone or your service provider. Features and specifications might be subject to change without prior notice.

Bluetooth QD ID B014550

Visit www.telusmobility.com/userguides for the User Guide fully illustrated on how to use your phone. You can find it by clicking Help -> User Guides. Or go to LG website at http://ca.lgservice.com/index_b2c.jsp to browse it.

P/N: MMBB0310501 (1.0) G

Phone Overview

Camera Lens
Used to take a photo. Keep it clean for optimal photo quality.
Front LCD Screen
Front Navigation Wheel with Center Select Key
3.5mm Headset Jack
Side Volume Keys
In standby mode: Controls ringer volume
Voice Commands Key
Accessory Charger Port
Lock / Unlock Key
Music / Multi-tasking Key
microSD™ Slot
(expandable to 8GB)

Menus Overview

1. Contacts
1. New Contact
2. Contact List
3. Groups
4. Speed Dials
5. My Name Card

2. Call History
1. Missed Calls
2. Received Calls
3. Dialed Calls
4. All Calls
5. View Call Timers

3. Messaging
1. Voicemail
2. Create Message
3. Inbox
4. E-mail
5. Instant Messaging
6. Sent
7. Drafts
8. Web Alerts
9. Short Codes

4. Wireless Web
1. Launch Web

5. Music & Media
1. TELUS mobile music
2. TV & Radio
3. Ringtones & Sounds
4. Pictures & Videos
5. Memory Info

6. Search
1. Maps & Navigation
2. Search the Web
3. Find Ringtones & Wallpapers
4. Find Videos

7. Tools
1. Bluetooth Menu
2. USB Mass Storage
3. Voice Recorder
4. Voice Commands
5. Calculator
6. Calendar
7. Alarm Clock
8. Stopwatch
9. World Clock
0. Notepad
*. Ez Tip Calc

8. Games & Apps
1. Games
2. Apps

9. Settings
1. Sound Settings
2. Display Settings
3. Games & Apps
4. Phone Settings
5. Call Settings
6. Memory
7. Phone Info
8. Software Update

Menu Access
Open the flip and press OK [MENU] to have access to 9 phone menus.

Getting Started With Your Phone

Installing the Battery

To install the battery, insert the bottom of the battery into the opening on the back of the phone. Push the battery down until it clicks into place.

Removing the Battery

1. Turn the phone off, then slide the battery cover downward to remove it.
2. Remove the battery from the battery compartment by lifting the top of the battery.

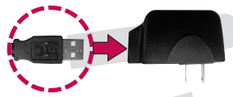
Charging the Battery

Your LG8560 comes with a cableless travel adapter and a USB data cable which are connected together to charge your phone. To charge your phone:

Notice

Please use only an approved charging accessory to charge your LG phone. Improper handling of the charging port, as well as the use of an incompatible charger, may cause damage to your phone and void the warranty.

1. Connect the cableless travel adapter and USB data cable. When connecting as shown below, the LG logo on the USB cable should face toward you.



2. Gently uncover the accessory charging port, then plug the end of the AC adapter into the phone's charger port and the other end into an electrical outlet.

Notice
LG symbol should face down.

3. The charge time varies depending upon the battery level.

Turning the Phone On and Off

Turning the Phone On

1. Install a charged battery or connect the phone to an external power source.
2. With the flip open, press (located above the 3def key on the keypad) until the LCD screen lights up.

Turning the Phone Off

With the flip open, press and hold until the display turns off.

Making Calls

1. Make sure the phone is turned on. If not, open the flip and press for about three seconds. If necessary, enter the lock code.
2. Enter the phone number.
3. Press .
4. to end the call.

Note

› Your phone has a Voice Commands feature that also lets you make calls by saying a phone number, name, or location.

Receiving Calls

1. When the phone rings or vibrates, you can answer the call by simply opening the flip.

Note

If the Answer Options setting is set to Any Key, you can:
› Open the flip and press the Left Soft Key [Quiet] to mute the ringing or vibration for that call.
› Open the flip and press the Right Soft Key [Ignore] to end the call or send it directly to Voicemail.

2. Press to end the call, or simply close the flip.

Vibrate Mode

Sets the phone to vibrate instead of ring (is displayed). To set Vibrate Mode, with the flip open, press and hold . To return to Normal Mode, press and hold .

Connecting to your PC

Your LG 8560 has come equipped with the USB cable required to connect your LG 8560 to your PC. After connecting USB cable to your PC, copy music files into internal memory or microSD memory card.

Its easy!

1. Insert microSD card into the microSD slot.
2. Format your memory card* (MENU > Settings > Memory > Card Memory > Options > Format > Enter Lock Code (last 4-digits of your mobile phone number).

To connect your phone to your PC via USB cable, simply:

1. Insert a microSD card into your LG 8560 and format the card using the directions above.
2. Connect the device to your PC using the included USB cable.
3. Click cancel on the Found New Hardware Wizard. Mass storage mode will then be initiated.

Now you are ready to transfer media from your PC to your phone! Visit www.telusmobility.com/music for more information.

Notes

› Formatting your memory card will create all of the required folders, but erase any previously stored data.
› It is important to complete this step before attempting to transfer media to your phone.

TELUS mobile music

TELUS mobile music lets you browse, preview and download music directly to your phone so you can listen to your favourite tunes while on the go. Select the TELUS mobile music shortcut key from the home screen to access mobile music and to choose from hundreds of thousands of songs. For more information on TELUS mobile music, please visit: www.telusmobility.com/music.

Music Player

Launches the TELUS mobile music player.

1. Open the flip and press OK [MENU].
2. Press 5 jkl Music & Media.
3. Press 1 TELUS mobile music.
4. Press 1 Music Player.
5. Use the keys to adjust volume when a song is playing.
6. Select **options**, then select:
repeat song/ shuffle songs/ song information/ song library/ music player home/ shop/ help

My Music List

Displays the list of music files you have stored on your phone and/or memory card.

1. Open the flip and press OK [MENU].
2. Press 5 jkl Music & Media.
3. Press 1 TELUS mobile music.
4. Press 2 abc My Music List.

Don't Stop the Music!

Your LG 8560 is capable of running applications in the background. This enables you to use other phone applications (Ex. text messaging) while you listen to TELUS mobile music!

1. Simply press the while music is playing and select 'Keep Running'.
2. To reopen the music player, running in the background, press the select TELUS mobile music.

Listen to TELUS mobile music everywhere!

The LG 8560 is equipped with a special 'Media Mode'. This feature will turn off radio transmissions except for Bluetooth. Media Mode should be used in places where RF is prohibited, such as aboard airplanes and in hospitals, or if you just want to enjoy your music without interruptions.

Tip

› MENU > Settings > Phone Settings > Media Mode

Notes

› During this time you will be unable to use network services such as send/receive calls, send/receive messages, or browse the wireless web. However, you will be able to place emergency calls.

TV & Radio

TELUS mobile radio and TELUS mobile TV allows access to a wide range of commercial free music and real-time tv on your phone. For more information on TELUS mobile radio or TELUS Mobile TV, please visit: www.telusmobility.com/mobileradio or www.telusmobility.com/tv.

1. Open the flip and press OK [MENU].
2. Press 5 jkl Music & Media.
3. Press 2 abc TV & Radio.

Notes

› TELUS mobile TV may not be available immediately. Select Get New to check availability.

Bluetooth®

The LG8560 is compatible with devices that support the Bluetooth® Headset, Handsfree, Dial Up Networking, Stereo, Phonebook Access, Basic Printing, Object Push, File Transfer or Basic Imaging.

You may create and store 20 pairings within the LG8560 and connect to one device.

The approximate communication range for Bluetooth® wireless technology is up to 30 feet (10 meters).

Notes

› Read the user guide of each Bluetooth® accessory that you are trying to pair with your phone because the instructions may be different.
› Your phone is based on the Bluetooth® specification, but it is not guaranteed to work with all devices enabled with Bluetooth® wireless technology.
Phone does not support ALL Bluetooth® OBEX Profiles.

How to Use Menus

This section provides a quick glance of features on your phone.

Contacts Menu 1

The Contacts Menu allows you to store names, phone numbers and other information in your phone's memory.

New Contact	Allows you to add a new number to your Contact List.
Contact List	Allows you to view your Contact List.
Groups	Allows you to view your grouped Contacts, add a new group, change the name of a group, delete a group, or send a message to everyone in the selected group.
Speed Dials	Allows you to view your list of Speed Dials or designate Speed Dials for numbers entered in your Contacts.
My Name Card	Allows you to view all of your personal Contact information including name, phone numbers, and email address in one entry.

Call History Menu 2

The Call history Menu is a list of the last phone numbers or Contact entries for calls you placed, accepted, or missed. It's continually updated as new numbers are added to the beginning of the list and the oldest entries are removed from the bottom of the list.

Missed Calls	Allows you to view the list of missed calls; up to 90 entries.
Received Calls	Allows you to view the list of incoming calls; up to 90 entries.
Dialed Calls	Allows you to view the list of outgoing calls; up to 90 entries.
All Calls	Allows you to view the list of all calls; up to 270 entries.
View Call Timers	Allows you to view the duration of selected calls.

Messaging Menu 3

Voicemail	Allows you to view the number of new voice messages recorded in the Voicemail box. When you have a new voice message, your phone will alert you.
Create Message	Allows you to send messages (Text, Picture/Video and Sound). Each message has a destination (Address) and information (Message). These are dependent upon the type of message you want to send. You can also attach files to your messages including pictures, videos, sounds, and name cards.Your phone will alert you when you have new messages.
Inbox	The phone alerts you when you receive a new message.
E-mail	Allows you to send an email via My Email, if available. Click Get New to check for availability. For more information, please visit: www.telusmobility.com/email
Instant Messaging	Allows you to use Instant Message on the fly! For more information, please visit www.telusmobility.com/im
Sent	Depending on the content and size of your messages, you can save up to 200(SMS + MMS) Sent messages. This menu lists your Sent messages. Use it to verify whether the transmission was successful or not and view message contents.
Drafts	Displays draft messages.
Web Alerts	Get alerts from your phone when new Alert has arrived.
Short Codes	Using shortcode, the user can get useful information such as weather, news and jokes via SMS.

Wireless Web Menu 4

The Wireless Web feature allows you to view Internet content, especially designed for your mobile phone. For specific information on Wireless Web access through your phone, please visit: www.telusmobility.com/wirelessweb

Launch Web Allows you to initiate an Wireless Web session to the Home Page.

Music & Media Menu 5

Music and Media allows you to use your phone for more then just talking. In this section of the menu you have access to TELUS mobile music, TELUS mobile radio, and ringtone & image albums. Downloaded ringtones and images are stored here.

TELUS mobile music/ TV & Radio/ Ringtones & Sounds/ Pictures & Videos/ Memory Info

Search Menu 6

Allows you to search and purchase from a variety of content provided by your service provider.

Maps & Navigation Get real-time, voice-prompted and visual turn-by-turn directions, find points of interest along your route, and view detailed coloured maps with TELUS Navigator, if available. Click Get New to check for availability, For more information, please visit: www.telusmobility.com/navigator.

Search the Web Allows you to search various topics through the Web.

Find Ringtones & Wallpapers Allows you to search and download various Ringtones and Wallpapers via the Web.

Find Videos Allows you to search and download a variety of video clips via the Web.

Tools Menu 7

Allows you to make use of various tools and applications.

Bluetooth Menu/ USB Mass Storage/ Voice Recorder/ Voice Commands/ Calculator/ Calendar/ Alarm Clock/ Stopwatch/ World Clock/ Notepad/ Ez Tip Calc

Games & Apps Menu 8

Games Allows you to download games once Get New is selected and connected to browser.

Apps Allows you to download applications, if available, once Get New is selected and you've connected to the browser.

Settings Menu 9

The Settings Menu has options to customize your phone.

Sound Settings/ Display Settings/ Games & Apps/ Phone Settings/ Call Settings/ Memory/ Phone Info/ Software Update

❑ Important Safety Precautions and Warranty Information

Read these simple guidelines. Breaking the rules may be dangerous or illegal. Further detailed information is given in this user guide.

WARNING! Violation of the instructions may cause serious injury or death.

- Never use an unapproved battery since this could damage the phone and/or battery and could cause the battery to explode.
- Never place your phone in a microwave oven as it will cause the battery to explode.
- Never store your phone in temperatures less than -4˚F or greater than 122˚F.
- Do not dispose of your battery by fire or with hazardous or flammable materials.
- When riding in a car, do not leave your phone or set up the hands-free kit near to the air bag. If wireless equipment is improperly installed and the air bag is deployed, you may be seriously injured.
- Do not use a hand-held phone while driving.
- Do not use the phone in areas where its use is prohibited. (For example: aircraft, hospital)
- Do not expose the battery charger or adapter to direct sunlight or use it in places with high humidity, such as a bathroom.
- Do not use harsh chemicals (such as alcohol, benzene, thinners, etc.) or detergents to clean your phone. This could cause a fire.
- Do not drop, strike, or shake your phone severely. It may harm the internal circuit boards of the phone.
- Do not use your phone in high explosive areas as the phone may generate sparks.
- Do not damage the power cord by bending, twisting, pulling, or heating. Do not use the plug if it is loose as it may cause a fire or electric shock.
- Do not place any heavy items on the power cord. Do not allow the power cord to be crimped as it may cause electric shock or fire.
- Do not handle the phone with wet hands while it is being charged. It may cause an electric shock or seriously damage your phone.
- Do not disassemble the phone.

❑ FCC Part 15 Class B Compliance

This device and its accessories comply with part 15 of FCC rules. Operation is subject to the following two conditions: (1) This device and its accessories may not cause harmful interference, and (2) this device and its accessories must accept any interference received, including interference that causes undesired operation.

❑ Industry Canada Compliance

This phone complies with Industry Canada RSS 133. This phone complies with the Class B limits for radio noise emissions as set out in the interference causing standard entitled "Digital Apparatus" (ICES-003) of Industry Canada.

❑ FCC RF Exposure Information

WARNING! Read this information before operating the phone.

In August 1996, the Federal Communications Commission (FCC) of the United States, with its action in Report and Order FCC 96-326, adopted an updated safety standard for human exposure to Radio Frequency (RF) electromagnetic energy emitted by FCC regulated transmitters. Those guidelines are consistent with the safety standard previously set by U.S, Canada and international standards bodies. The design of this phone complies with the FCC guidelines and these international standards.

❑ Bodily Contact During Operation

This device was tested for typical use with the back of the phone kept 0.6 inches (1.5 cm) from the body. To comply with FCC RF exposure requirements, a minimum separation distance of 0.6 inches (1.5 cm) must be maintained between the user's body and the back of the phone, including the antenna, whether extended or retracted. Third-party belt-clips, holsters and similar accessories containing metallic components should not be used. Avoid the use of accessories that cannot maintain 0.6 inches (1.5 cm) distance between the user's body and the back of the phone and have not been tested for compliance with FCC RF exposure limits.

❑ Vehicle-Mounted External Antenna (Optional, if available.)

A minimum separation distance of 8 inches (20 cm) must be maintained between the user / bystander and the vehicle-mounted external antenna to satisfy FCC RF exposure requirements. For more information about RF exposure, visit the FCC website at www.fcc.gov.

❑ Caution

Use only the supplied and approved antenna. Use of unauthorized antennas or modifications could impair call quality, damage the phone, void your warranty and/or result in violation of FCC regulations.

Do not use the phone with a damaged antenna. If a damaged antenna comes in contact with the skin a minor burn may result. Contact your local dealer for a replacement antenna.

❑ Safety

TIA(Telecommunications Industry Association) Safety Information

The following is the complete TIA Safety Information for wireless handheld phones.

Exposure to Radio Frequency Signal

Your wireless handheld portable phone is a low power radio transmitter and receiver. When it is ON, it receives and also sends out Radio Frequency (RF) signals. In August, 1996, the Federal Communications Commissions (FCC) adopted RF exposure guidelines with safety levels for handheld wireless phones. Those guidelines are consistent with the safety standards previously set by both U.S. and international standards bodies:

- ANSI C95.1 (1992) *
- NCRP Report 86 (1986)
- ICNIRP (1996)
- Health Canada, Safety Code 6, 1999.

Those standards were based on comprehensive and periodic evaluations of the relevant scientific literature. For example, over 120 scientists, engineers, and physicians from universities, government health agencies, and industry reviewed the available body of research to develop the ANSI Standard (C95.1). The design of your phone complies with the FCC guidelines, IC Regulations (and those standards).

Antenna Care

Use only the supplied or an approved replacement antenna. Unauthorised antennas, modifications, or attachments could damage the phone and may violate FCC regulations.

Phone Operation

NORMAL POSITION: Hold the phone as you would any other telephone with the antenna pointed up and over your shoulder.

Tips on Efficient Operation

For your phone to operate most efficiently:

Do not touch the antenna unnecessarily when the phone is in use. Contact with the antenna affects call quality and may cause the phone to operate at a higher power level than otherwise needed.

Driving

Check the laws and regulations on the use of ireless phones in the areas where you drive and always obey them. Also, if using your phone while driving, please observe the following:

- Give full attention to driving -- driving safely is your first responsibility;
- Use hands-free operation, if available;
- Pull off the road and park before making or answering a call if driving conditions or the law so require.

Electronic Devices

Most modern electronic equipment is shielded from RF signals. However, certain electronic equipment may not be shielded against the RF signals from your wireless phone.

Pacemakers

The Health Industry Manufacturers Association recommends that a minimum separation of six inches be maintained between a handheld wireless phone and a pacemaker to avoid potential interference with the pacemaker. These recommendations are consistent with the independent research by and recommendations of Wireless Technology Research.

Persons with Pacemakers:

- Should ALWAYS keep the phone more than six inches from their pacemaker when the phone is turned ON;
- Should not carry the phone in a breast pocket;
- Should use the ear opposite the pacemaker to minimize the potential for interference;
- Should turn the phone OFF immediately if there is any reason to suspect that interference is taking place.

Hearing Aids

Some digital wireless phones may interfere with some hearing aids. In the event of such interference, you may want to consult your service provider (or call the customer service line to discuss alternatives.) Optional for each phone manufacturer.

Other Medical Devices

If you use any other personal medical device, consult the manufacturer of your device to determine if it is adequately shielded from external RF energy. Your physician may be able to assist you in obtaining this information.

Health Care Facilities

Turn your phone OFF in health care facilities when any regulations posted in these areas instruct you to do so. Hospitals or health care facilities may use equipment that could be sensitive to external RF energy.

Vehicles

RF signals may affect improperly installed or inadequately shielded electronic systems in motor vehicles. Check with the manufacturer or its representative regarding your vehicle. You should also consult the manufacturer of any equipment that has been added to your vehicle.

Posted Facilities

Turn your phone OFF in any facility where posted notices so require.

Aircraft

FCC and Transport Canada regulations prohibit using your phone while in the air. Switch OFF your phone before boarding an aircraft.

Blasting Areas

To avoid interfering with blasting operations, turn your phone OFF when in a "blasting area" or in areas posted: "Turn off two-way radio". Obey all signs and instructions.

Potentially Explosive Atmosphere

Turn your phone OFF when in any area with a potentially explosive atmosphere and obey all signs and instructions. Sparks in such areas could cause an explosion or fire resulting in bodily injury or even death. Areas with a potentially explosive atmosphere are often, but not always marked clearly. Potential areas may include: fueling areas (such as gasoline stations); below deck on boats; fuel or chemical transfer or storage facilities; vehicles using liquefied petroleum gas (such as propane or butane); areas where the air contains chemicals or particles (such as grain, dust, or metal powders); and any other area where you would normally be advised to turn off your vehicle engine.

For Vehicles Equipped with an Air Bag

An air bag inflates with great force. DO NOT place objects, including either installed or portable wireless equipment, in the area over the air bag or in the air bag deployment area. If in-vehicle wireless equipment is improperly installed and the air bag inflates, serious injury could result.

Charger and Adapter Safety

- The charger and adapter are intended for indoor use only.
- Do not expose the battery charger or adapter to direct sunlight or use it in places with high humidity, such as a bathroom.

Battery Information and Care

- Please dispose of your battery properly or take it to your local wireless carrier for recycling.
- Do not dispose of your battery by fire or with hazardous or flammable materials.
- Never use an unapproved battery since this could damage the phone and/or battery and could cause the battery to explode.
- The battery does not need to be fully discharged before recharging.
- Use only LG-approved chargers specific to your phone model since they are designed to maximize battery life.
- Do not disassemble or shortcircuit the battery.
- Keep the battery's metal contacts clean.
- Replace the battery when it no longer provides acceptable performance. The battery can be recharged several hundred times before replacement.
- Recharge the battery after long periods of non-use to maximize battery life.
- Battery life will vary due to usage patterns and environmental conditions.
- Use of extended backlighting, MiniBrowser, and data connectivity kits affect battery life and talk/standby times.

Safety Information

Please read and observe the following information for safe and proper use of your phone and to prevent damage. Also, keep the user's guide in an accessible place at all the times after reading it.

Explosion, Shock, and Fire Hazards

- Unplug the power cord and charger during lightning storms to avoid electric shock or fire.
- Make sure that no sharp-edged items such as animal's teeth, nails, come into contact with the battery. There is a risk of this causing a fire.
- Do not use harsh chemicals(such as alcohol, benzene, thinners, etc.) or detergents to clean your phone. There is a risk of this causing a fire.
- Do not handle the phone with wet hands while it is being charged. It may cause an electric shock or seriously damage your phone.
- Do not drop, strike, or shake your phone severely. Such actions may harm the internal circuit boards of the phone.
- Do not put your phone in a place subject to excessive dust and keep the minimum required distance between the power cord and heat sources.
- Unplug the power cord prior to cleaning your phone, and clean the power plug pin when it is dirty.
- Do not damage the power cord by bending, twisting, pulling, or heating. Do not use the plug if it is loose as it may cause a fire or electric shock.
- When using the power plug, ensure that it is firmly connected. If it is not, it may cause excessive heat or fire.
- Do not place any heavy items on the power cord. Do not allow the power cord to be crimped as it may cause fire or electric shock.
- Do not disassemble the phone.
- Do not place or answer calls while charging the phone as it may short-circuit the phone and/or cause electric shock or fire.
- If you put your phone in a pocket or bag without covering the receptacle of the phone (power plug pin), metallic articles (such as a coin, paperclip or pen) may short-circuit the phone. Always cover the receptacle when not in use.
- Do not short-circuit the battery. Metallic articles such as a coin, paperclip or pen in your pocket or bag may short-circuit the + and – terminals of the battery (metal strips on the battery) upon moving. Short-circuit of the terminal may damage the battery and cause an explosion.
- Never place your phone in a microwave oven as it will cause the battery to explode.

General Warnings and Cautions

- Only use the batteries, antennas, and chargers provided by LG. The warranty will not be applied to products provided by other suppliers.
- Store the battery in a place out of reach of children.
- Using a damaged battery or placing a battery in your mouth may cause serious injury.
- Do not place items containing magnetic components such as a credit card, phone card, bank book or subway ticket near your phone. The magnetism of the phone may damage the data stored in the magnetic strip.
- Do not hold or let the antenna come in contact with your body during a call.
- Talking on your phone for a long period of time may reduce call quality due to heat generated during use.
- When the phone is not used for a long period time, store it in a safe place with the power cord unplugged.
- Using the phone in proximity to receiving equipment (i.e., TV or radio) may cause interference to the phone.
- Only authorized personnel should service the phone and its accessories. Faulty installation or service may result in accidents and consequently invalidate the warranty.
- Do not use the phone if the antenna is damaged. If a damaged antenna contacts skin, it may cause a slight burn. Please contact an LG Authorized Service Center to replace the damaged antenna.
- Do not use the phone in areas where its use is prohibited. (For example: aircraft)
- Do not immerse your phone in water. If this happens, turn it off immediately and remove the battery. If the phone does not work, take it to an LG Authorized Service Center.
- Use accessories, such as earphones and headsets, with caution. Ensure that cables are tucked away safely and do not touch the antenna unnecessarily.

Warning! Important Safety Information

Avoiding hearing damage

Permanent hearing loss may occur if you use your phone and/or headset at a high volume. Set the volume to a safe level. You can adapt over time to a higher volume of sound that may sound normal but can be damaging to your hearing. If you experience ringing in your ears or muffled speech, stop listening and have your hearing checked. The louder the volume, the less time is required before your hearing could be affected. Hearing experts suggest that to protect your hearing:

- Limit the amount of time you use your phone and/or headset at high volume.
- Avoid turning up the volume to block out noisy surroundings.
- Turn the volume down if you can't hear people speaking near you.

For information about how to set a maximum volume limit on your phone, see the features guide for your phone.

Using your phone safely

Use of your phone while operating a vehicle is not recommended and is illegal in some areas. Be careful and attentive while driving. Stop using your phone if you find it disruptive or distracting while operating any type of vehicle or performing any other activity that requires your full attention.

FDA Consumer Update

The U.S. Food and Drug Administration's Center for Devices and Radiological Health Consumer Update on Mobile Phones:

1. Do wireless phones pose a health hazard?

The available scientific evidence does not show that any health problems are associated with using wireless phones. There is no proof, however, that wireless phones are absolutely safe. Wireless phones emit low levels of radiofrequency energy (RF) in the microwave range while being used. They also emit very low levels of RF when in the Main Menu Screen. Whereas high levels of RF can produce health effects (by heating tissue), exposure to low level RF that does not produce heating effects causes no known adverse health effects. Many studies of low level RF exposures have not found any biological effects. Some studies have suggested that some biological effects may occur, but such findings have not been confirmed by additional research. In some cases, other researchers have had difficulty in reproducing those studies, or in determining the reasons for inconsistent results.

2. What is the FDA's role concerning the safety of wireless phones?

Under the law, the FDA does not review the safety of radiation-emitting consumer products such as wireless phones before they can be sold, as it does with new drugs or medical devices. However, the agency has authority to take action if wireless phones are shown to emit radiofrequency energy (RF) at a level that is hazardous to the user. In such a case, the FDA could require the manufacturers of wireless phones to notify users of the health hazard and to repair, replace, or recall the phones so that the hazard no longer exists. Although the existing scientific data do not justify FDA regulatory actions, the FDA has urged the wireless phone industry to take a number of steps, including the following:

- Support needed research into possible biological effects of RF of the type emitted by wireless phones.
- Design wireless phones in a way that minimizes any RF exposure to the user that is not necessary for device function; and cooperate in providing users of wireless phones with the best possible information on possible effects of wireless phone use on human health.

The FDA belongs to an interagency working group of the federal agencies that have responsibility for different aspects of RF safety to ensure coordinated efforts at the federal level. The following agencies belong to this working group:

- National Institute for Occupational Safety and Health
- Environmental Protection Agency
- Occupational Safety and Health Administration
- National Telecommunications and Information Administration

The National Institutes of Health participates in some interagency working group activities, as well. The FDA shares regulatory responsibilities for wireless phones with the Federal Communications Commission (FCC). All phones that are sold in the United States must comply with FCC safety guidelines that limit RF exposure. The FCC relies on the FDA and other health agencies for safety questions about wireless phones. The FCC also regulates the base stations that the wireless phone networks rely upon. While these base stations operate at higher power than do the wireless phones themselves, the RF exposures that people get from these base stations are typically thousands of times lower than those they can get from wireless phones. Base stations are thus not the subject of the safety questions discussed in this document.

3. What kinds of phones are the subject of this update?

The term "wireless phone" refers here to handheld wireless phones with built-in antennas, often called "cell", "mobile", or "PCS" phones. These types of wireless phones can expose the user to measurable radiofrequency energy (RF) because of the short distance between the phone and the user's head. These RF exposures are limited by FCC safety guidelines that were developed with the advice of the FDA and other federal health and safety agencies. When the phone is located at greater distances from the user, the exposure to RF is drastically lower because a person's RF exposure decreases rapidly with increasing distance from the source. The so called "cordless phones," which have a base unit connected to the telephone wiring in a house, typically operate at far lower power levels, and thus produce RF exposures far below the FCC safety limits.

4. What are the results of the research done already?

The research done thus far has produced conflicting results, and many studies have suffered from flaws in their research methods. Animal experiments investigating the effects of radiofrequency energy (RF) exposures characteristic of wireless phones have yielded conflicting results that often cannot be repeated in other laboratories. A few animal studies, however, have suggested that low levels of RF could accelerate the development of cancer in laboratory animals. However, many of the studies that showed increased tumor development used animals that had been genetically engineered or treated with cancer-causing chemicals so as to be pre-disposed to develop cancer in the absence of RF exposure. Other studies exposed the animals to RF for up to 22 hours per day. These conditions are not similar to the conditions under which people use wireless phones, so we don't know with certainty what the results of such studies mean for human health. Three large epidemiology studies have been published since December 2000. Between them, the studies investigated any possible association between the use of wireless phones and primary brain cancer, glioma, meningioma, or acoustic neuroma, tumors of the brain or salivary gland, leukemia, or other cancers. None of the studies demonstrated the existence of any harmful health effects from wireless phone RF exposures. However, none of the studies can answer questions about long-term exposures, since the average period of phone use in these studies was around three years.

5. What research is needed to decide whether RF exposure from wireless phones poses a health risk?

A combination of laboratory studies and epidemiological studies of people actually using wireless phones would provide some of the data that are needed. Lifetime animal exposure studies could be completed in a few years. However, very large numbers of animals would be needed to provide reliable proof of a cancer promoting effect if one exists. Epidemiological studies can provide data that is directly applicable to human populations, but 10 or more years follow-up may be needed to provide answers about some health effects, such as cancer. This is because the interval between the time of exposure to a cancer-causing agent and the time tumors develop — if they do — may be many, many years. The interpretation of epidemiological studies is hampered by difficulties in measuring actual RF exposure during day-to-day use of wireless phones. Many factors affect this measurement, such as the angle at which the phone is held, or which model of phone is used.

6. What is the FDA doing to find out more about the possible health effects of wireless phone RF?

The FDA is working with the U.S. National Toxicology Program and with groups of investigators around the world to ensure that high priority animal studies are conducted to address important questions about the effects of exposure to radio frequency energy (RF). The FDA has been a leading participant in the World Health Organization International Electromagnetic Fields (EMF) Project since its inception in 1996. An influential result of this work has been the development of a detailed agenda of research needs that has driven the establishment of new research programs around the world. The project has also helped develop a series of public information documents on EMF issues. The FDA and the Cellular Telecommunications & Internet Association (CTIA) have a formal Cooperative Research and Development Agreement (CRADA) to do research on wireless phone safety. The FDA provides the scientific oversight, obtaining input from experts in government, industry, and academic organizations. CTIA-funded research is conducted through contracts with independent investigators. The initial research will include both laboratory studies and studies of wireless phone users. The CRADA will also include a broad assessment of additional research needs in the context of the latest research developments around the world.

7. How can I find out how much radio frequency energy exposure I can get by using my wireless phone?

All phones sold in the United States must comply with Federal Communications Commission (FCC) guidelines that limit radio frequency energy (RF) exposures. The FCC established these guidelines in consultation with the FDA and the other federal health and safety agencies. The FCC limit for RF exposure from wireless telephones is set at a Specific Absorption Rate (SAR) of 1.6 watts per kilogram (1.6 W/kg). The FCC limit is consistent with the safety standards developed by the Institute of Electrical and Electronic Engineering (IEEE) and the National Council on Radiation Protection and Measurement. The exposure limit takes into consideration the body's ability to remove heat from the tissues that absorb energy from the wireless phone and is set well below levels known to have effects. Manufacturers of wireless phones must report the RF exposure level for each model of phone to the FCC. The FCC website (http://www.fcc.gov/oet/ rfsafety) gives directions for locating the FCC identification number on your phone so you can find your phone's RF exposure level in the online listing.

8. What has the FDA done to measure the radio frequency energy coming from wireless phones?

The Institute of Electrical and Electronic Engineers (IEEE) is developing a technical standard for measuring the radio frequency energy (RF) exposure from wireless phones and other wireless handsets with the participation and leadership of FDA scientists and engineers. The standard, "Recommended Practice for Determining the Spatial-Peak Specific Absorption Rate (SAR) in the Human Body Due to Wireless Communications Devices: Experimental Techniques," sets forth the first consistent test methodology for measuring the rate at which RF is deposited in the heads of wireless phone users. The test method uses a tissue-simulating model of the human head. Standardized SAR test methodology is expected to greatly improve the consistency of measurements made at different laboratories on the same phone. SAR is the measurement of the amount of energy absorbed in tissue, either by the whole body or a small part of the body. It is measured in watts/kg (or milliwatts/g) of matter. This measurement is used to determine whether a wireless phone complies with safety guidelines.

9. What steps can I take to reduce my exposure to radio frequency energy from my wireless phone?

If there is a risk from these products — and at this point we do not know that there is — it is probably very small. But if you are concerned about avoiding even potential risks, you can take a few simple steps to minimize your exposure to radio frequency energy (RF). Since time is a key factor in how much exposure a person receives, reducing the amount of time spent using a wireless phone will reduce RF exposure. If you must conduct extended conversations by wireless phone every day, you could place more distance between your body and the source of the RF, since the exposure level drops off dramatically with distance. For example, you could use a headset and carry the wireless phone away from your body or use a wireless phone connected to a remote antenna. Again, the scientific data do not demonstrate that wireless phones are harmful. But if you are concerned about the RF exposure from these products, you can use measures like those described above to reduce your RF exposure from wireless phone use.

10. What about children using wireless phones?

The scientific evidence does not show a danger to users of wireless phones, including children and teenagers. If you want to take steps to lower exposure to radio frequency energy (RF), the measures described above would apply to children and teenagers using wireless phones. Reducing the time of wireless phone use and increasing the distance between the user and the RF source will reduce RF exposure. Some groups sponsored by other national governments have advised that children be discouraged from using wireless phones at all. For example, the government in the United Kingdom distributed leaflets containing such a recommendation in December 2000. They noted that no evidence exists that using a wireless phone causes brain tumors or other ill effects. Their recommendation to limit wireless phone use by children was strictly precautionary; it was not based on scientific evidence that any health hazard exists.

11. What about wireless phone interference with medical equipment?

Radio frequency energy (RF) from wireless phones can interact with some electronic devices. For this reason, the FDA helped develop a detailed test method to measure electromagnetic interference (EMI) of implanted cardiac pacemakers and defibrillators from wireless telephones. This test method is now part of a standard sponsored by the Association for the Advancement of Medical instrumentation (AAMI). The final draft, a joint effort by the FDA, medical device manufacturers, and many other groups, was completed in late 2000. This standard will allow manufacturers to ensure that cardiac pacemakers and defibrillators are safe from wireless phone EMI. The FDA has tested hearing aids for interference from handheld wireless phones and helped develop a voluntary standard sponsored by the Institute of Electrical and Electronic Engineers (IEEE). This standard specifies test methods and performance requirements for hearing aids and wireless phones so that no interference occurs when a person uses a "compatible" phone and a "compatible" hearing aid at the same time. This standard was approved by the IEEE in 2000. The FDA continues to monitor the use of wireless phones for possible interactions with other medical devices. Should harmful interference be found to occur, the FDA will conduct testing to assess the interference and work to resolve the problem.

12. Where can I find additional information?

For additional information, please refer to the following resources:
FDA web page on wireless phones (http://www.fda.gov/cellphones/)
Federal Communications Commission (FCC) RF Safety Program (http://www.fcc.gov/oet/rfsafety)
International Commission on Non-Ionizing Radiation Protection (http://www.icnirp.de)
World Health Organization (WHO) International EMF Project (http://www.who.int/peh-emf/en/)
National Radiological Protection Board (UK) (http://www.hpa.org.uk/radiation/)

Consumer Information on SAR

(Specific Absorption Rate)

This Model Phone Meets the Government's Requirements for Exposure to Radio Waves. Your wireless phone is a radio transmitter and receiver. It is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission of the U.S. Government. These limits are part of comprehensive guidelines and establish permitted levels of RF energy for the general population. The guidelines are based on standards that were developed by independent scientific organizations through periodic and thorough evaluation of scientific studies. The standards include a substantial safety margin designed to assure the safety of all persons, regardless of age and health.

The exposure standard for wireless mobile phones employs a unit of measurement known as the Specific Absorption Rate, or SAR. The SAR limit set by the FCC/IC is 1.6 W/kg*. Tests for SAR are conducted using standard operating positions specified by the FCC with the phone transmitting at its highest certified power level in all tested frequency bands. Although SAR is determined at the highest certified power level, the actual SAR level of the phone while operating can be well below the maximum value. Because the phone is designed to operate at multiple power levels to use only the power required to reach the network, in general, the closer you are to a wireless base station antenna, the lower the power output.

Before a phone model is available for sale to the public, it must be tested and certified to the FCC that it does not exceed the limit established by the government-adopted requirement for safe exposure. The tests are performed in positions and locations (e.g., at the ear and worn on the body) as required by the FCC for each model.

The highest SAR value for this model phone when tested for use at the ear is 1.28 W/kg and when worn on the body, as described in this user guide, is 0.635 W/kg (body-worn measurements differ among phone models, depending upon available accessories and FCC/IC requirements). While there may be differences between SAR levels of various phones and at various positions, they all meet the government requirement for safe exposure. The FCC has granted an Equipment Authorization for this model phone with all reported SAR levels evaluated as in compliance with the FCC RF emission guidelines. SAR information on this model phone is on file with the FCC and can be found under the Display Grant section of http://www.fcc.gov/oet/fccid after searching on FCC ID BEJVX8560. Additional information on Specific Absorption Rates (SAR) can be found on the Cellular Telecommunications Industry Association (CTIA) website at http://www.ctia.org.

* In the United States and Canada, the SAR limit for mobile phones used by the public is 1.6 watts/kg (W/kg) averaged over one gram of tissue. The standard incorporates a substantial margin of safety to give additional protection for the public and to account for any variations in measurements.

Warranty Information

1. WHAT THIS WARRANTY COVERS:

LG offers you a limited warranty that the enclosed subscriber unit and its enclosed accessories will be free from defects in material and workmanship, according to the following terms and conditions:

(1) The limited warranty for the product extends for ONE (1) year beginning on the date of purchase of the product by the original end user.
(2) The limited warranty extends only to the original end user of the product and is not assignable or transferable to any subsequent purchaser/end user.
(3) This warranty is good only to the original end user of the product during the warranty period as long as it is in Canada.
(4) Upon request from LG, the consumer must provide information to reasonably prove the date of purchase.
(5) During the applicable warranty period, LG will repair or replace at LG's sole option, without charge to the original end user, any defective component part of the phone or accessory.
(6) LG may, use rebuilt, reconditioned, or new parts or components when repairing any product or replace a product with a rebuilt, reconditioned or new product.

2. WHAT THIS WARRANTY DOES NOT COVER:

(1) Defects or damages resulting from use of the product in other than its normal and customary manner.
(2) Defects or damages from abnormal use, abnormal conditions, improper storage, exposure to moisture or dampness, unauthorized modifications, unauthorized connections, unauthorized repair, misuse, neglect, abuse, accident, alteration, improper installation, or other acts which are not the fault of LG, including damage caused by spills of food or liquids.
(3) Breakage or damage to antennas unless caused directly by defects in material or workmanship.
(4) If the carrier's or manufacturer's Customer Service Centre was not notified by the end user of the alleged defect or malfunction of the product, during the warranty period.
(5) Products which have had their serial numbers removed or made illegible.
(6) Damage resulting from use of non-LG approved accessories.
(7) All plastic surfaces and all other externally exposed parts that are scratched or damaged due to normal customer use.
(8) Products serviced by non-authorized persons or companies.

Notes:

(1) This limited warranty is in lieu of all other warranties, express or implied either in fact or by operations of law, statutory or otherwise, including, but not limited to any implied warranty of merchantability or fitness for a particular purpose.
(2) Shipping damage is the sole responsibility of the shipping company.

3. EXCLUSION OF LIABILITY:

No other express warranty is applicable to this product. THE DURATION OF ANY IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTY OF MARKETABILITY, IS LIMITED TO THE DURATION OF THE EXPRESS WARRANTY HEREIN. LG ELECTRONICS CANADA, INC. SHALL NOT BE LIABLE FOR THE LOSS OF THE USE OF THE PRODUCT, INCONVENIENCE, LOSS OR ANY OTHER DAMAGES, DIRECT OR CONSEQUENTIAL, ARISING OUT OF THE USE OF, OR INABILITY TO USE, THIS PRODUCT OR FOR ANY BREACH OF ANY EXPRESS OR IMPLIED WARRANTY, INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY APPLICABLE TO THIS PRODUCT.

4. HOW TO GET WARRANTY SERVICE:

To obtain warranty service, please call the following telephone number from anywhere in Canada:

LG Electronics Canada, Inc.

Tel. 1-888-542-2623

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